

## **PRV – Outreach Remittance Advice Comments**

### **Purpose:**

The Remittance Advice is a mechanism designed to allow messages to be sent to provider on their weekly remittance advice (payment statement). These messages are generally of an urgent and timely nature. The remittance advice messages are limited in length and are often a precursor to an alert on the IME Provider Services website and/or in an informational letter which contain more detail.

### **Identification of Roles:**

Provider Services Account Manager  
Provider Services Operations Manager

### **Performance Standards:**

N/A

### **Path of Business Procedure:**

#### **Step 1: Urgent information is identified that needs to be sent to providers as quickly as possible**

- a. The Operations Manager, National Provider Identifier (NPI) Manager, or Site Manager identifies a need to notify providers regarding an issue as soon as possible.

#### **Step 2: A message is drafted for the Department of Human Services (DHS) review and comment**

- a. The Operations Manager, NPI Manager, or Site Manager drafts a communication to providers for DHS review and comment.

#### **Step 3: If comments are received from DHS, they are incorporated into the document. If no additional comments are received and DHS approval is granted, proceed to Step 4.**

- a. All DHS comments are incorporated into the document and then routed to DHS for a final review and approval.

#### **Step 4: From the Iowa Medicaid Management Information System (MMIS) main menu, select Application Number 08 - Test and Exception Control Files, and then press enter.**

- a. This will take you to a screen entitled Test/Exception Control Key Panel.

#### **Step 5: Enter an Action Code of “C” for change**

#### **Step 6: Tab down to the Authorization Identification (ID) field and Type the First and Last Initial of your Name**

#### **Step 7: Tab down to the Remittance Advice (RA)-Newsletter (Prov-Type) field and enter one of the following codes:**

- a. For All Provider Types to Receive the Remittance Advice Message or
- b. Enter the Appropriate Provider Type Code found on page 6 of the Iowa Medicaid Guide to Send Targeted Messages to Specific Provider Types

**Step 8: Once the RA-Newsletter (Prov-Type) has been selected, Press Enter**

**Step 9: Type in the approved RA message and press the enter key twice**

- a. By pressing the enter key twice, this will update the RA message that is sent to providers

**Step 10: Review the Remittance Advice message for accuracy**

- a. All remittance advice changes must be completed by close of business on Friday in order for it to print on the next weeks RA's.

### **Forms/Reports:**

N/A

### **RFP References:**

N/A

### **Interfaces:**

N/A

### **Attachments:**

Process Map

Attachment 1  
**Process Map**

